

CHECK LIST FOR PAY TELEPHONE OPERATIONS

Vendor Name _____ Listed Telephone # _____ Date _____

Set Location _____ Inspected by _____

Equipment

- Yes No 1. **Cleanliness.** Is the set clean and in generally good condition?
- Yes No 2. **Lighting.** Is electricity available? _____ If yes, is the area well lighted? _____
- Yes No 3. **Directory.** Is there a current, legible telephone directory?
- Yes No 4. **Privacy.** Is the telephone installed on an extension?
- Yes No 5. **Handicapped.** Is this installation mounted to allow for access by people confined to a wheel chair?
- Yes No 6. **Hearing Impaired.** If the pay telephone was installed after October 1, 1991, it must be both hearing-aid compatible and have volume control either on the hand set or on the case of the telephone. Does this set comply?
- Yes No 7. **Coins.** Will the telephone accept various denominations of coins & return coins if call is not completed? Verify by dialing a vacant number i.e., XXX-9999.
- Yes No 8. **Keypad.** Does the telephone keypad (if touchtone) generate tone during the connection? A good way of testing is to dial a vacant number and attempt to use the keypad while ringing is in progress or use this procedure when checking for the alternate carrier.

Information to be Posted

- Yes No 9. **Telephone Number.** Is the area code and telephone number affixed and legible?
- Yes No 10. **Address.** Is the set address shown?
- Yes No 11. **Local Calls.** Is the charge for a local call posted?
- Yes No 12. **Prepaid or Postpaid.** Is the telephone identified as accepting coins or cards?
- Yes No 13. **Time Limit.** If there is a time limit on calls, is it posted on or near the telephone?
- Yes No 14. **Payphone Provider.** Is the name, address and toll-free number of the provider affixed to the set or enclosure?

Instructions

- Yes No 16. **General Use.** Are there instructions for general use of the telephone?
- Yes No 17. **Dial-around Permitted.** Do dialing instructions include a statement that all MTS companies serving the area are reachable from the pay telephone by dialing access code or number provided by the company?
- Yes No 18. **Quoted Rates.** Are instructions posted for a toll-free method to obtain quotes for rates or refunds?
- Yes No 19. **Trouble Reporting.** Are instructions posted for a no-cost procedure for reporting service difficulties?

Operation

- Yes No 20. **Operator Assistance.** Can you obtain direct operator assistance without a coin?
- Yes No 21. **9-1-1 Access.** Are you able to reach 9-1-1 without the use of a coin? If 9-1-1 is not available, are Instructions provided for completion of emergency calls without charge?
- Yes No 22. **Branding.** Does the presubscribed carrier brand? To test, try to make a long distance call by following the instructions provided. Prior to hearing the ringing tone in your handset, the carrier must identify itself. Is the **correct** presubscribed MTS provider identified during branding?
- Yes No 23. **0- Calls.** Unless exempted, 0- calls must default to local exchange carrier. To test, Dial 0 and ask for the number and street address of the phone you are using. Who is the Operator Service Provider? _____ Does the OSP have an exemption on file with the IPUC?
- Yes No 24. **No Blocking.** Can you reach an alternate carrier? To determine if blocking is being used, attempt the following procedure: Attempt to access an alternate carrier by dialing an access code (101XXXX) + 0 + area code and the balance of the number. Next try other access codes to rule out selective blocking.
- Yes No 25. **Incoming Calls.** Does the set accept incoming calls and does it ring on incoming calls?